

VA

**U.S. Department
of Veterans Affairs**

Veterans Health
Administration
VA Pittsburgh
Healthcare System

ANNUAL REPORT

FISCAL YEAR 2021

“Dr. Koester was fabulous. We need more like her. She was wonderful and was very concerned about my issues. My doctor of the year and that’s after one visit.”

“Memorial Day, 2016, was the day that I quit (tobacco). I haven’t (had) a cig(arette), not one, since that day, thanks to VAPHS.”

“Every person I have dealt with has been the most friendly, respectful and pleasant. Thanks to all. God bless, semper fi.”

“I was so happy with the care I received at the same day surgery department. I was made very comfortable with the team that cared for me before, during and after my surgery. Thank you so much.”

“You can teach competency, but you can’t teach caring! My experiences with the VA professionals have always contained both attributes.”

“Dr. Braun (in chiropractic) is so professional and makes me feel at ease and he really listens to my concerns and symptoms. He has helped me tremendously.”

“I quit going to my house doctor years ago. They were not half as good as my VA Team. They are the best. Love those guys and girls.”

“The entire Westmoreland County outpatient clinic podiatry staff is exceptional and professional.”

“Dr. Shaffer explained everything to my husband, the patient. I felt welcome to sit in on this visit. I had questions and Dr. Shaffer explained everything to the both of us. We felt that we were heard.”

“My counselor at the Pittsburgh Vet Center is the only counselor who really understands me and has honestly helped me and my family. I thank the whole VA system for having such good personnel.”

“Thank you, Pittsburgh Neurology Department, for all your hard work and dedication. You have a genuine concern for your patients.”

“I am SUPER HAPPY with the VA overall... sure (there are) a few glitches with the VA at times, but I can also say that about myself — I’m not perfect. Really BIG KUDOS to the staff and management in Pittsburgh VA. YOU FOLKS ARE DOING A TERRIFIC JOB!”

AS I REFLECT ON THE PAST YEAR at VA Pittsburgh Healthcare System (VAPHS), three words come to mind: always move forward. Moving forward during a pandemic can seem much like marching with a full ruck in deep sand – you take one step backward for every two forward. But with each step forward, no matter the obstacles, VAPHS forged a clear path to providing you with safe, effective and timely health care.

The fiscal year dawned with the promise of a return to normalcy when vaccines – one of our greatest weapons on COVID-19 – became available in late December. With supply scarce amid great demand, we put you first. We offered vaccines from our initial shipment immediately to Veterans in our Community Living Center, and then quickly organized mass walk-in clinics at University Drive and locations near our five Community Based Outpatient Clinics.

With an eye always on the pandemic, VAPHS staff also moved forward with other initiatives to advance your health care. We started VA's first substance-use disorder Patient Aligned Care Team for women Veterans, piloted self-cleaning mats that help to stop hospital-acquired infections, and broke ground on a new Community Based Outpatient Clinic that will bring VA health care closer to home for many Veterans in southwestern Pennsylvania.

I am proud of the many ways VAPHS staff persevered, innovated and adapted, both to COVID-19's challenges and to consistently providing you with the best available health care. Thank you for choosing VAPHS for your health care. We look forward to continuing to serve you.

DONALD E. KOENIG
Director, VA Pittsburgh Healthcare System

VA Pittsburgh Healthcare System executive leadership team: (left top to bottom) Donald E. Koenig, Director; Ali F. Sonel, MD, Chief of Staff; Brenda Shaffer, DNP, RN-BC, NE-EC, Associate Director Patient Care Services; Kaneen Allen, DHCE, MHA, Acting Associate Director; (right top to bottom) Lovetta Ford, MSW, Acting Deputy Director; Alan Petrazzi, MPT, MPM, FACHE, Assistant Director; Patrick Strollo Jr., MD, FACP, FCCP, FAASM, Interim Deputy Chief of Staff



VITAL SIGNS

Totals for FY21 (Oct. 1, 2020 - Sept. 30, 2021)

BUDGET

\$847.3 Million Allocation

\$644.4M Medical

\$69.6M Facilities

\$52.8M Administrative

\$107.3 Million Care in the Community

Paid to non-VA providers for Veterans' care

\$25.2 Million Dedicated Collections

Revenue from third party private insurance, patient copays, etc.



VETERANS SERVED

76,205 Unique Patients

7,910 Admissions

6,519 Surgical Procedures

35 Kidney transplants

Including 8 from living donors

23 Liver transplants

1 Living donor liver transplant

In partnership with UPMC

754,994 Outpatient Visits

79,262 Telehealth Encounters

59% increase from 2020



NETWORK OF CARE

2 Medical Centers

University Drive (Oakland)

H.J. Heinz III (O'Hara Township)

5 VA Outpatient Clinics

Beaver, Fayette, Washington, Westmoreland counties in PA; Belmont County, OH



WOMEN'S HEALTH

73,887 Women Veteran Appointments*

764 Mammograms

63 Expecting moms received maternity care

287 Newly Enrolled Women Veterans



HOSPITAL CAPACITY

500 Patient Beds

University Drive

87 Medicine

78 Psychiatry

59 Surgical

H.J. Heinz III

188 Community Living Center

88 Veterans Recovery Center



SUICIDE PREVENTION

90 Outreach Events

857 Veterans Crisis Line Calls Answered



RESEARCH

353 Active Projects

130 Investigators

\$14.8 Million Research Funding



EMPLOYEES

4,089 Total Employees

318 Physicians

1,081 Nurses

1,129 Veterans

Almost 1/3 of all VAPHS employees

226 Academic Affiliations



VOLUNTEERS

213 Volunteers

27,666 Volunteer Hours

\$1,283,815 in Donations

Money, goods and services

LEADING THE WAY IN QUALITY CARE

Awards

VA Section Excellence in Mentorship Award

Dr. Christopher Watson: presented by American Psychological Association (APA) and APA Division 18

John P. McGovern Science and Society Award

Rory Cooper, Ph.D.: Recipients “transcend their career as a researcher” and support research, the communication of science and the impact of science on society; presented by Sigma Xi

IEEE Biomedical Engineering Award

Rory Cooper, Ph.D.: for extensive contributions to wheelchair technology that have expanded mobility and reduced secondary injuries for millions of people with disabilities; presented by IEEE Awards Board

Russell B. Lemle Psychology Leadership Award

Dr. Christopher Watson, Ph.D.: for improving services for Veterans and staunchly advocating for diversity and equity; presented by VA Psychology Leadership Conference Executive Committee

40 Under 40

Dr. Utibe Essien: presented by Pittsburgh Magazine and PUMP

Larry E. Davis Award for Excellence in Race Research

Dr. Utibe Essien: for race and health research related to the pandemic; presented by Pitt School of Social Work

Pennsylvania Veterans Service Award

Rory Cooper, Ph.D., and Garrett Grindle: for producing VA medical supplies to protect Veterans and their caregivers during the pandemic; presented by Pennsylvania National Guard

Daniel Deykin Award for Outstanding Mentor

Matthew Chinman, Ph.D.: presented by VA's Health Services Research & Development

Secretary's Award for Excellence in Nursing

Nicole Snow, LPN: presented by VA's Office of Nursing Services

Nationwide Warriors Award

David Julian, Amanda Beckstead, William Pileggi and Michael Boland: for extraordinary commitment to patient safety in developing staff and patient training on emergence delirium, which causes confusion and agitation when patients wake up after anesthesia; presented by Pennsylvania Patient Safety Authority

Accreditations

The Joint Commission:

Hospital, home care, behavioral health, opioid substitution therapy

Association for Assessment and Accreditation of Laboratory Animal Care International:


Research program

Commission on Accreditation of Rehabilitation Facilities (CARF):

Behavioral health, employment and community services, intensive rehabilitation, interdisciplinary pain rehabilitation, intermediate low vision programs

American College of Radiology:

Radiation/oncology department

93% | 
of VAPHS patients surveyed
trust us to fulfill our nation's
commitment to Veterans.



NINE YEARS: Human Rights Campaign Healthcare Equality Leader.

CONSTRUCTION AND CAMP

New Clinic to Ease Veterans' Commutes

Anticipated 2023 Opening

We broke ground in September on a \$93 million Community Based Outpatient Clinic (CBOC) to be built in Allegheny County, just outside the city of Pittsburgh. The clinic will be located near the Monroeville Mall Macy's department store on Mall Circle Drive in Monroeville, Pennsylvania.

The new, state-of-the-art CBOC will bring VA health care closer to home for many southwestern Pennsylvania residents, especially those who currently go to our University Drive campus. University Drive is in Pittsburgh's Oakland neighborhood, near the University of Pittsburgh and other major universities.

The Monroeville clinic will provide primary and specialty outpatient care. Services to be offered include integrated primary and mental health care, physical therapy, laboratory, podiatry, optometry and more.

University Drive will continue to offer primary care services after Monroeville opens. We will work with Veterans to determine the best location for them to receive the high-quality care they have earned and deserve.

We will staff and operate the clinic. With construction expected to be completed by late 2022, we anticipate opening to the community in the summer of 2023.

The U.S. General Services Administration awarded the build-to-suit lease for the CBOC. The 20-year lease includes 64,000 square feet and parking and supports VA's Strategic Capital Investment Planning process.



Monroeville clinic opens 2023

64,000 sq. ft. space includes:

- Primary/mental health care
- Specialty care – podiatry, physical therapy, optometry
- Laboratory



CAMPUS CHANGES



Heinz Fisher House on Track for 2024 Construction

In fiscal year 2021, the nonprofit Friends of the Pittsburgh Fisher House (FOPFH) raised \$260,000 toward construction of a second Pittsburgh Fisher House to be

built on our H.J. Heinz III campus. FOPFH and the Fisher House Foundation have raised \$850,000 since 2020, with construction to start in 2024 for a 2025 planned opening. Fisher Houses provide

temporary accommodations at no charge for families and caregivers of Veterans receiving VA care. The foundation's first Pittsburgh Fisher House has served Veterans since 2012 at University Drive.

Pittsburgh Acquires Highland Drive

Working with the federal General Services Administration, we transferred ownership of the former Highland Drive VA to the City of Pittsburgh at no charge in June. Pittsburgh will use the campus as a regional public safety training site and to implement stormwater management for the Washington Boulevard corridor.

Highland Drive served Veterans for nearly 60 years beginning in 1953 as the 951-bed Leech Farm Road hospital with five patient-treatment buildings. We closed the campus in 2013 and transferred all patient care to our University Drive and H.J. Heinz III campuses.

HOMELESS VETERAN PROGRAM

In the late '80s and early '90s, social worker Vincena "Vinnie" Malec established a Homeless Veteran Support Program at VA Pittsburgh—the first of its kind for VA. From there, she tirelessly advocated for the establishment in 1993 of VA Pittsburgh's Domiciliary Care Program at its original site on Highland Drive.

Malec died in 2015 but her legacy lives on in the 3,455 Veterans—and counting—served through VA Pittsburgh's homeless programs.

FIRST WOMAN IN VA HOSPITAL LEADERSHIP



Dr. Valerija Raulinaitis

1962 – First VA chief of staff
(Chicago VA)

1971 – First VA hospital director
(Highland Drive VA)

Highland Drive in Brief

60 years' service to Veterans

900 patients daily

1953 | Five patient-treatment buildings dedicated.

1986 | Regional Center for Evaluation and Treatment of Former POWs opened.

1989 | Post-Traumatic Stress Disorder Center opened.

1993 | Homeless domiciliary established.

1994 | Human Engineering Research Laboratories opened.

1999 | Mental Illness Research Education and Clinical Center opened.



COVID-19 VACCINATIONS A

Vaccine Clinics Put Veterans First

Events Quickly Meet Need

We put Veterans at the front of the line when the Food and Drug Administration granted emergency use authorizations for scarce COVID-19 vaccines. When we received our initial round of Pfizer BioNTech doses on Dec. 15, 2020, we offered them to Veterans in our Community Living Center the very next day — even before making the vaccine available to our frontline health care staff.

From there, we opened weekday walk-in clinics at our University Drive and Heinz campuses and organized mass vaccination clinics on weekends. We opened the vaccine clinics in January to elderly Veterans first, then expanded eligibility to all age groups. To serve Veterans in rural communities, we set up weekend vaccine clinics near our five Community Based Outpatient Clinics and staffed two off-site, community events. Beginning in August, we also offered the vaccine to all Veterans, enrolled in VA health care or not, and their spouses and caregivers under the SAVE LIVES Act.



50,523
Total Doses Provided
to Veterans



Walk-In Clinics

42,122
Doses Provided
to Veterans

32,994
University Drive

9,128
H.J. Heinz III



Mass Vaccination Clinics

6,659
Doses Provided
to Veterans

5
Operation Vet Now

1
Coroapolis VFW's
Memorial Day event

858
Beaver, Feb. 12/13

868
Beaver, March 12/13

939
Fayette, Feb. 12/13

933
Fayette, March 12/13

637
Washington, Feb. 27

627
Washington, March 27

336
Belmont, March 20

323
Belmont, April 10

576
Westmoreland, March 20

556
Westmoreland, April 10

AND PREVENTION

CLC Residents Receive Preventive COVID-19 Treatment

Within weeks of the Food and Drug Administration (FDA) granting emergency use authorization for monoclonal antibody therapy as a preventive measure for COVID-19, we began to offer the treatment to Veterans in our Community Living Center. An interdisciplinary group of geriatricians, infectious disease specialists, infection prevention experts, nurses and pharmacists quickly established clinical

protocols to safely treat medically eligible Veterans.

Monoclonal antibodies are “laboratory-made proteins that mimic the immune system’s ability to fight off harmful antigens” such as the COVID-19 virus, according to the FDA. They can be used to prevent illness in persons exposed to the virus, but not yet showing signs of infection.

Eligible CLC Veterans are those who have been exposed to the

COVID-19 virus, are at high risk for progression to severe COVID-19 and are either not fully vaccinated or are not expected to mount an adequate response to vaccination.



15 Treatments
provided to CLC Veterans

In-Home Immunizations

Met Homebound Veterans’ Needs

Our Home-Based Primary Care (HBPC) team brought the lifesaving COVID-19 vaccine to some of our most vulnerable Veterans, administering **514 shots in fiscal year 2021** to homebound Veterans and their spouses and caregivers.

Most recipients were enrolled in our HBPC program, but the team also provided the shots to Veterans under the SAVE LIVES Act (SLA). SLA allows VA to offer COVID-19 vaccines to all Veterans, regardless of their VA health care enrollment status, as well as their spouses and caregivers.

Veterans in HBPC are at high risk for severe illness, hospitalization or death from COVID-19. They rely on family or caregivers for personal needs, with limited means to leave their homes for health care. If not for our home visits, many might not have received the vaccine.

HBPC also visited homebound Veterans — and the homes of some VAPHS staff — to collect nasal swabs for COVID testing. The team provided in-home testing to ill staff who commute via public transportation, helping to limit the virus’s spread in the community.

Home Based Primary Care nurse Stacy Faulkner provides Air Force Veteran Bill Schenker his second dose of COVID-19 vaccine.



EXPANDING THE REACH OF

The VISN 4 Western Market joins resources in Pittsburgh, Butler, Erie and Altoona to enhance and integrate virtual and on-site specialty and surgical services for Veterans within their communities.

“

Our cardiology surveys show our Veterans want to keep their care within VA. This new collaboration makes it possible for Veterans in Erie to access Pittsburgh's cardiology services, all without having to travel to Pittsburgh.

*Ramona Mysnyk, LPN, Cardiac Lab,
Erie VA Medical Center*

The four facilities function as an integrated health network covering western Pennsylvania and parts of adjoining states, providing Veterans access to VA specialty care through face-to-face, clinical video telehealth and phone encounters. In fiscal year 2021, the market's specialty care encounters grew by 14.2% to 35,013, including 20,297 Veterans who used specialty care for the first time.

VAPHS's Western Market contributions in fiscal year 2021 included providing specialists for virtual cancer, cardiac and consult programs.

Army Veteran Bruce Reed participates in a clinical video telehealth appointment with cardiologist Dr. Brahma Sharma.



SPECIALTY CARE



VIRTUAL CANCER CARE CLINIC

Our Virtual Cancer Care Clinic logged 1,050 telehealth visits in fiscal year 2021, including 859 for Veterans in Erie and Altoona. The visits via clinical video telehealth allow Veterans outside of greater Pittsburgh to see our cancer specialists close to home, saving them a trip into the city for continuing hematology/oncology care and cancer treatment.



HEART CARE CLOSE TO HOME

The Western Market Cardiology Hub allows Veterans in Altoona, Butler and Erie to see our cardiologists without having to travel to Pittsburgh. Available care includes heart monitor testing, arrhythmia pacemaker follow-up appointments, pre-op cardiac clearance, EKGs, atrial-fibrillation medication monitoring, syncope evaluation, post-procedure checkups and HTN and lipid management. Veterans complete most tests at their home facility, then see our heart experts via clinical video telehealth. If the Veteran must come to Pittsburgh for specialized care or testing, we schedule all care for the same day to minimize travel.



CONSULT PROGRAM FIRST FOR VA

In fiscal year 2021, we developed and hired staff for VHA's first-ever Virtual Consult Hub. The hub's team of advanced practice providers and support staff collaborates across sites to coordinate on-site and virtual specialty care within VA for Veterans who might otherwise require care in the community. Team members include physician assistants, registered nurses, licensed practical nurses and medical support assistants.



Western Market Fast Facts

53

Health care providers

17

Specialty services

41+

Individual clinics

100%

Providers are telehealth trained and offer virtual visits and consultations

14.2%

Increase in specialty care visits from FY20

7.4%

Increase in Veterans served from FY20

RESEARCH AND INNOVATION

A VA First: Women Veterans SUD PACT

Our Women Veterans Program established a new patient-aligned care team (PACT) to meet the needs of women Veterans with substance use disorders (SUDs). The first of its kind for VA, it provides gender-specific primary and mental health SUD care in a gender-specific setting for women Veterans. Participants are in any stage of recovery from alcohol, opioid and/or stimulant addiction.

Although SUD is a top diagnosis among Veterans enrolled with us for health care, only 8.9% of those who received treatment in our Center for Treatment of Addictive Disorders in fiscal year 2020 were women. Current

research also suggests women Veterans are uncomfortable in mixed-gender SUD programs, especially those who experienced military sexual trauma or intimate partner violence.

A designated women's health provider who completed an advanced fellowship in women's health leads the PACT. Nurses are trained in women's health issues, and Veterans have access to a women's only waiting room and private bathroom in our Center for Women Veterans at University Drive.

Enrollment grew from two patients to nearly 40 between



Enrollment grew from two patients to nearly 40 between February and September

February and September and served a dual purpose: some participants who had also put off necessary preventive care such as cervical cancer screenings now see a VA designated women's health provider regularly.

SUD PACT picture Left to Right: Barbara Lamay, SUD PACT LPN, Dr. Sara Spinella, SUD PACT Physician, Rebecca McCarthy, SUD PACT Pharmacist and Nicole McCune, Women Veteran Program Manager.



Peer Support Programs Aid Staff

SECOND VICTIM

Our Second Victim Peer Support Program supports all staff who experience physical, emotional or mental distress following a patient-related adverse or traumatic event. Such events can occur at any health care facility, resulting in questions and fears that could lead to patient harm. With the Second Victim Program, help at VAPHS is a phone call away. Highly trained peer supporters offer confidential support and respect to co-workers in any department, any time of day or night.

Nursing staff consulted with trauma-informed care experts in VHA's VISN 10 in 2019 to develop our Second Victim training program. Within its first two years, the program grew to include 19 trained peer responders who provide first aid when necessary, listen and offer helpful resources. In fiscal year 2021, our peer responders answered 16 requests for support, including two related to the pandemic.

Our training program has since been introduced to five other VA medical centers and is being piloted nationally through the Office of Patient Centered Care and Cultural Transformation.

BATTLE BUDDIES

Many Veterans who work at VA compare health care during COVID-19 to combat. Frontline staff battle never-ending stress and constantly feel directly responsible for keeping others alive. To support them, we launched our evidence-informed Battle Buddy program in December. Modeled on the Army's Battle Buddy program — which pairs up soldiers starting in basic training — it matches staff with peers who check in daily on each other's emotional, spiritual and mental health.

In fiscal year 2021, 94 VAPHS staff participated. VISN 4 endorsed the program as a promising practice, and VHA's Office of Patient Centered Care and Cultural Transformation fully supports it nationally.



Second Victim Peer Support Program is now available at five more VA medical centers and will be piloted nationally.

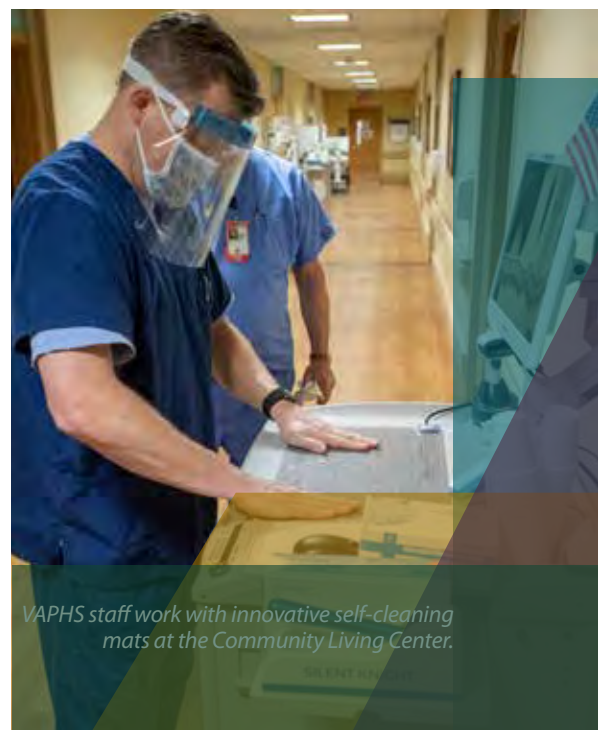
Self-Cleaning Mats Zap Germs

CLC tests innovative cleaning product

We tested innovative, self-cleaning mats prior to purchasing enough for use in our Community Living Center on the H.J. Heinz III campus in O'Hara Township. When the mats detect contamination, they electronically signal the release of embedded silver and copper ions that destroy germs.

We collaborated with VHA Innovators Network (iNet), Diffusion of Excellence Emerging Tech Team and AIONX, a self-cleaning technologies company, to evaluate the 24-hour self-cleaning mats. Users tested 32 mats on desks, keyboards, ledges and more over 30 days. Sampling found the mats eliminated 17 of 18 different types of germs most commonly seen in health care associated infections.

We are now working with iNet's Emerging Technology Team to spread the technology to other VA medical centers.



VAPHS staff work with innovative self-cleaning mats at the Community Living Center.

Encouraging Health Care Innovation

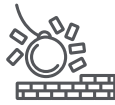
PROGRAMS SUPPORT PROMISING SOLUTIONS

As part of the VHA Innovators Network (iNET), we encourage and empower staff to identify frontline challenges and design innovative solutions to solve them. In 2021, iNET programs staff participated in included:



Shark Tank Competition

Allows innovators to compete for the chance to have other VA medical centers implement their proven promising practices. In the fiscal year 2021 competition, VAPHS won the bid to import the **Centralized Lung Cancer Screening Program**, a highly inclusive, safe, Veteran-centric process that increases Veterans' access to **lifesaving annual lung cancer screenings** and minimizes the burden for primary care providers.



Breaking Boundaries Collaboration Challenge

Allows non-VA health care innovators to pitch ideas to VHA Innovation Ecosystem and iNET leaders for the opportunity to collaborate with VA to advance their innovation to the next stage of development. VAPHS won bids to work with **Oath Aging Care** on software to benefit **Veterans 65+ seeking aging-related benefits and services** and **Stabl** on a digital platform to **optimize post-op recovery** and reduce hospital readmissions.



Greenhouse Initiative

Allows non-VA innovators to pitch their problem or early-stage solution to iNet innovation specialists who determine if the idea is a match to their facility. Once matched, the innovator works with VA to develop a prototype for small-scale testing and user feedback. VAPHS in 2021 collaborated with **LeviSense Medical** and other VA medical centers during the discovery phase of **development of beds to prevent pressure wounds**.

SPARK-SEED-SPREAD

Allows staff to develop innovations at the Spark level, pilot prototypes at the Seed level, and spread innovation at the Spread level.



Spark

Chaplain Gretchen Hulse, Suicide Prevention Simulation Training for Chaplains

Dr. Devra Becker, EMPOWER: Electronic Management and Patient-oriented Wound Education Resource



Seed

Dr. Steven Handler, Tele-Medical Officer of the Day (Tele-MOD) for Community Living Centers

Dr. Steven Handler, Forward-Triage HermTac Telecase



Spread

Cleveland import, Clinical Surface Stimulation Cycling Program for Veterans with Paralysis

Martinsburg import, Operation Peace for All (bi-monthly reiki circles to Veterans and employees)



"The pharmacy personnel at (the) Heinz VA are articulate, courteous and professional. I've been dealing with them since 1995 when they were headquartered at Highland Drive. They should receive the highest accolades for their service and dedication. Because of people like Barb, Robert, and all the others whose names escape me at this time, the H.J. Heinz VA Pharmacy should be rated #1 in the country. TY!"

"I appreciate the effort Dr. Walk makes. He describes my medications and conditions in such a way so it's easy to understand. Also, a shout out to Victor, best nurse at the VA!"

"I can't say enough about how wonderful Lisa is in the mammography department. She's always upbeat, cheerful and kind. Everyone I have interacted with at (the) VA medical center (at) University Drive has been helpful, respectful and caring."

"Kevin, my physical therapist, has provided an exercise program that is benefiting my recovery. I have complete confidence in his professional expertise."

"Dr. Donovan and Dr. Liu are excellent dentists, very knowledgeable and attentive to my needs."

"This was my first medical visit and I was very pleased with the staff. Everyone was kind and helpful. Dr. Maria Vanegas was very helpful and listened to all my health concerns."

"I am of the firm conviction the VA saved me from an early demise!"

"They are first class, the surroundings are impeccable, all staff members are professional and the facility is spotless. I give them a 10+."

"Can I get a shout out for the great and selfless staff at the Pittsburgh VA hospital who has taken such great care of my dad this past week after major surgery @VAPittsburgh? Our vets deserve this care."

"The Washington County clinic location is very convenient and the workers are very respectful and helpful. I enjoy going to the clinic."

"I wish to express my appreciation for the expertise and care I have received for over 20 years in the audiology department in the facility. Everyone has been so professional in testing and providing the latest state-of-the-art equipment for me. You have an outstanding audiology department."

"Everyone involved in my recent cardiac cath was great. David, Dr. (Jeffrey) Fowler, everyone. Thank you all."


"Dr. Erika Hoffman is my PCP. She has given me health care for the past 20 years. If I were to grade her on a scale of 0 to 10, she has never gotten below a 10. I couldn't be more happy to have her keeping me in excellent health."



In fiscal year 2021, VA Pittsburgh Healthcare System **served Veterans from all 50 states, plus Puerto Rico and the District of Columbia.**

From as few as two from North Dakota to as many as 4,726 from Ohio, Veterans from all over America trusted VAPHS for their health care.

- 4,656 from West Virginia
- 1,879 from Florida
- 611 from Delaware
- 499 from Georgia
- 434 from Tennessee
- 374 from New York
- 270 from New Jersey
- 269 from Virginia

Cover image: 

Registered nurse Brad Nelsen administers the COVID-19 vaccine to Navy Veteran Frank Migliorato. Migliorato brought his Boston Terrier, Heidi, to the mass vaccination clinic at University Drive in January.

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VAPHS



VAPittsburgh

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